

July 10, 2015

Philip Browning, Director
Children and Family Services
425 Shatto Place, 6th Floor
Los Angeles, California 90020

Dear Mr. Browning:

The Quality and Productivity Commission thanks you for an informative and engaging meeting about the outstanding progress made by you and your staff to ensure that children thrive in safe families and supportive communities. We commend your successful advocacy to increase staff, from 7,827 to 8,393 employees, and for higher payments to relative caregivers.

A collaborative relationship with Dependency Court Judges to expedite adoptions and stronger alliances with diverse, community-based groups, also have been successful in increasing permanency. Just as important is the 15 percent decrease, from 10,996 three years ago to 9,392 this year, in the number of children entering foster care.

Commissioners share your concern about the growing number of transitional foster youth, who continue to require subsidized housing and other DCFS support.

We are pleased that the Web-based Policy Manual, supported by the Commission with a Productivity Investment Fund grant, gives social workers easy access to important procedural information. The user-friendly system improves decision making, which enhances child safety and protection.

Commissioners also were impressed with your quality and productivity improvements in the following areas:

- Implementation of a Core Practice Model at the DCFS Academy, which includes simulations of “real life” scenarios social works encounter in the field. The practice modules ensure a stronger training program and better preparation for front-line employees.
- Participation in the Leader Replacement Project, led by the Department of Public Social Services, which will integrate case information among departments



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Quality and Productivity
Commission**

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***“To enrich lives through
effective and caring service”***


- Opening of Welcome Centers on the campus of LAC+USC Medical Center for children and teenagers

We look forward to working with the department on:

- Partnering with the Dependency Court on reducing barriers to the adoption process
- Launching the Court Document Management System, a major efficiency initiative to improve operations
- Promoting an increase in youth employment and establishment of a print shop within DCFS to provide graphics training
- Identifying philanthropic funding opportunities and interfacing with the new coordinator in the Office of Child Protection
- Studying the viability of including alternative-fuel vehicles in the DCFS motor pool, and increasing the charging stations at regional offices

Thank you for a very informative Department Visit. We will continue to work closely with your Productivity Manager, Tricia Denson. Please contact Victoria Pipkin-Lane, our Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON, Ph.D.
Chair

RCG:VPL:LP

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